



# <u>CERTIFIED MAIL</u> RETURN RECEIPT REQUESTED

OCT 28 2004

Mr. James Vondale, Director
Automotive Safety Office, Environmental and Safety Compliance
Ford Motor Company
Fairlane Plaza South
330 Town Center Drive, Suite 500
Dearborn, MI 48126

NVS-212.pco RO04-011

Dear Mr. Vondale:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Recall Query (RQ04-011) to investigate allegations of recalled vehicles with subsequent front seat belt failures in selected MY2001 Ford vehicles (Crown Victoria, Grand Marquis, Town Car, Windstar, Ranger, F150-F550, Expedition, Navigator built through 5/2001 and Excursion built through 10/02/2001) manufactured by Ford Motor Company, and to request certain information.

This office has received 11 reports alleging that the front seat belt buckle assembly failed. The reports specifically state that the dealer performed the recall remedy procedure under recall (01V227) and the dealer determined that the buckle was not defective and did not require replacement. In addition, nine other reports with unknown recall remedy status, also received by the agency after Ford issued its safety recall, allege that a buckle failed or unlatched during normal use or did not hold during crash. A copy of each of the reports is enclosed for your information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- Subject vehicles: MY2001 Ford vehicles (Crown Victoria, Grand Marquis, Town Car, Windstar, Ranger, F150-F550, Expedition, Navigator and Excursion) manufactured for sale or lease in the United States.
- <u>Subject component</u>: all front outboard seat belt buckle assemblies manufactured on the subject vehicles.
  - <u>Ford</u>: Ford Motor Company, all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its ivisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of



their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Ford (including all business units and persons previously referred to), who are or, in or after September 1, 1999, were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- Design, engineering, analysis, modification or production (e.g. quality control);
- b. Testing, assessment or evaluation;
- Consideration, or recognition of potential or actual defects, reporting, record-keeping
  and information management, (e.g., complaints, field reports, warranty information,
  part sales), analysis, claims, or lawsuits; or
- d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- Alleged defect: front seat belt buckle failure after recall remedy has been performed.
- **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages. notes, annotations, working papers, drafts, minutes, records, audio and video recordings. data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs. microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Ford, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available. "document(s)" also means any identical copies of the original and all non-identical copies

thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Ford or not. If a document is not in the English language, provide both the original document and an English translation of the document.

Other Terms: To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Ford has previously provided a document to ODI, Ford may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Ford's response to each request, identify the source of the information and indicate the last date the information was gathered.

- State, by model year and model, the number of subject vehicles Ford has manufactured for sale or lease in the United States under original recall 01V227 and remaining vehicles not under original recall for that model year. Separately, for each subject vehicle manufactured to date by Ford, state the following:
  - a. Vehicle identification number (VIN);
  - b. Make;
  - c. Model:
  - d. Model Year,
  - e. Date of manufacture;
  - f. Part of original recall (01V227);
  - g. Whether recall remedy procedure was performed:
  - h. Whether drive-side seat belt buckle was replaced:
  - i. Whether passenger-side seat belt buckle was replaced;
  - i. Date warranty coverage commenced; and
  - k. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the information for each model in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA" for each model.

- State by model, the number of each of the following, received by Ford, or of which Ford is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
  - Consumer complaints, including those from fleet operators;
  - Field reports, including dealer field reports;
  - c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
  - d. Property damage claims;
  - e. Third-party arbitration proceedings where Ford is or was a party to the arbitration; and
  - f. Lawsuits, both pending and closed, in which Ford is or was a defendant or codefendant.

For subparts "a" through "d," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. All reports/incidents involving a previously completed recall remedy vehicle are to be identified and counted. Multiple reports of the same vehicle but of different side of seat belt are to be identified and counted. Multiple reports of the same incident are also to be identified and counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "d," provide a summary description of the alleged problem and causal and contributing factors and Ford's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

- Separately, for each model and each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
  - Ford's file number or other identifier used;
  - The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
  - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
  - d. Vehicle's VIN;
  - Vehicle's make, model and model year;
  - f. Vehicle's mileage at time of incident;
  - g. Incident date;
  - h. Report or claim date;
  - Whether recall remedy procedure was previously performed;
  - Whether drive-side seat belt buckle was replaced:
  - k. Whether passenger-side seat belt buckle was replaced;
  - Whether the driver or passenger-side seat belt is currently at issue;
  - m. Whether a crash is alleged;
  - Whether property damage is alleged;
  - Number of alleged injuries, if any; and
  - p. Number of alleged fatalities, if any.

Provide this information for each model in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA\_Ranger..."

- 4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by model and category (i.e., consumer complaints, field reports, etc.) and describe the method Ford used for organizing the documents.
- 5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Ford to date for vehicles that have had the remedy recall procedure previously performed that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims, "subsequent recall claim," or seat belt replacement made in accordance with the procedure specified in the original recall campaign.

Separately, for each such claim, state the following information:

- a. Ford's claim number;
- Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Whether recall remedy procedure was previously performed:
- h. Whether drive-side seat belt buckle was replaced:
- i. Whether passenger-side seat belt buckle was replaced:
- j. Whether the driver or passenger-side seat belt is currently at issue;
- k. Labor operation number,
- Problem code:
- m. Replacement part number(s) and description(s);
- n. Concern stated by customer; and
- Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information for each model in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA."

6. Describe in detail the search criteria used by Ford to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Ford on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Ford offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

- 7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles and the training and use of the "special tool," that Ford has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Ford is planning to issue within the next 120 days.
- 8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect or the proper use of the "special tool," in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Ford. For each such action, provide the following information:
  - a. Action title or identifier:
  - b. The actual or planned start date;
  - c. The actual or expected end date;
  - Brief summary of the subject and objective of the action;
  - Engineering group(s)/supplier(s) responsible for designing and for conducting the action;
     and
  - A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

- 9. Describe all modifications or changes made by, or on behalf of, Ford in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles including in detail the root cause and manufacturing corrective action used during the original recall campaign (01V227). For each such modification or change, provide the following information:
  - The date or approximate date on which the modification or change was incorporated into vehicle production;
  - A detailed description of the modification or change;
  - c. The reason(s) for the modification or change;
  - d. The part numbers (service and engineering) of the original component;
  - e. The part number (service and engineering) of the modified component;
  - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when:
  - g. When the modified component was made available as a service component; and
  - Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Ford is aware of which may be incorporated into vehicle production within the next 120 days.

- 10. Produce two of each of the following:
  - Exemplar samples of the pre- and post-recall design version of the subject component;
  - Field return samples of the subject component exhibiting the subject failure mode;
  - c. Functional "half-section" sample (one only) of subject component, and
  - d. Any special tool that have been released, or developed, by Ford for use in recall service inspection during 01V227 to the subject component/assembly which relate, or may relate, to the alleged defect in the subject vehicles. Include all instructions/operating procedures that were available to the service technician.
- 11. State the number of each of the following that Ford has sold subsequent to the recall campaign notification of July, 2001, that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (including the cut-off date for sales, if applicable):
  - Driver-side seat belt buckle; and
  - b. Passenger-side seat belt buckle.

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which Ford is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

- 12. Furnish Ford's assessment of the alleged defect in the subject vehicle, including:
  - The causal or contributory factor(s);
  - b. The failure mechanism(s);
  - c. The failure mode(s);
  - d. The risk to motor vehicle safety that it poses;
  - e. What warnings, if any, the operator and the other persons both inside and outside the
    vehicle would have that the alleged defect was occurring or subject component was
    malfunctioning; and
  - f. The reports included with this inquiry (including if a scope issue exist).

This letter is being sent to Ford pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information, Ford's failure to respond promptly and fully to this letter could subject Ford to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million

for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If Ford cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Ford does not submit one or more requested documents or items of information in response to this information request, Ford must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Ford's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by December 15, 2004. Please refer to RQ04-011 in Ford's response to this letter. If Ford finds that it is unable to provide all of the information requested within the time allotted, Ford must request an extension from me at (202) 366-5218 no later than five business days before the response due date. If Ford is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Ford then has available, even if an extension has been granted.

If Ford claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Ford must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (69 Fed. Reg. 21409 et seq; April 21, 2004), to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. Ford is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Peter C. Ong of my staff at (202) 366-0583.

Sincerely.

Thomas Z. Cooper, Chief Vehicle Integrity Division

Office of Defects Investigation

Enclosure: 11 ODI Rpts	749683 10051590 10089982	751721 10016696	752198 10031649	8023187 10045697	10010200 10063308
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Include, If available: Police/Fire Department Report, Photos, and Report Invade.

ATTACH ADDITIONAL SHEETS IF NECESCARY
The Privacy Act of 1874-Public Law 99-879 This information is requested persuant to authority excited in the National Highway Traffic Selectly Act and subsequent amandments. You are under no chilgetten to respect this questionners. Your response may be used to swell the Period is determining whether a Manufacturer about the laying right exciten to current a select defect. If the NATSA proceeds with administrative unforcement or Rightten against a manufacturer, your response, or a statistical seminary thereof, may be seed in support of the agency's action.

## **DOT Auto Safety Hotline**

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FOR AGENCY USE ONLY

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### FOR AGENCY USE ONLY 258 **DOT Auto Safety Hotline** Repository 🗍 Date Received Vehicle Owner's Questionnaire U.S. Department To Report Vehicle Safety Defects of Transportation 1-868-DASH-2-DOT National Highway 14-SEP-2001 Reference No. (1-868-327-4236) Traffic Safety INTERNET:www.nhtsa.dot.gov/hotline 752198 Administration OWNER INFORMATION (Type or Print) Daytime Telephone Number E-mail Address Nema Address Evening Talephone Number State Zip Cod e atv KINGWOOD Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? \ \ \ \ YES In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner Date. VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side Model Model Year FORD 1FTRW07L51 F150 2001 Date Purchased Dealer's Name and Telephone Number Engine: Fuel Type: 01-APR-01 No: Cylinders Ges Orlginal Owner Depler's City State Zip Code X Vehicle Companent Code Transmission Type | X Antibox Brakes Powert rain 151400 SEAT BELTS: FRONT: BLICKLE ASSEMBLY REAR WHEEL DRIVE XI Cruise Control Multiple Fallure: FAILED COMPONENT(S)/PART(S) INFORMATION Incident Date(s) Failure Mileage Failure Speed 14-SEP-2001 ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE Tire Make Tire Model (Name or Number) The Size (Example P215/65R15) DO! No. (Example: DOTMAL9ABC036) Prior Repair Original Equipment Failure Location: Tira Component Code The Fallure Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT PAILURE Make: Date Manufactured: Model No./Name: Seat Type: Installation Systems Child Seat Component Code: Falled Part: APPLICABLE DECIDENT DEFORMATION Please describe in detail the inclants.), Fallandal, Costides), and intury (im).) Crach Number of Persons Injured Number of Deaths Reported to Police Yes X No Yes . X . No Ν Herrative Description of Incident(#), Crash(es), and Injury(les). Plaine describe (1) events leading up to the failure, (2) failure and its commitment, and (3) what was done to correct the failure; Le, parts repaired or replaced (and if old part is available). I RECEIVED A RECALL LETTER INSTRUCTING ME TO GO TO THE NEAREST DEALER TO TEST THE BELT WITH A SPECIAL TOOL. I COMPLIED AND WAS TOLD THE BELTS PASSED. THE BELT CONTINUES TO RELEASE WHILE DRIVING. I HAVE CONTACTED 2 DEALERS AND FORD (DIRECTLY) TWICE. I SPOKE WITH TEN TODAY AND THEY SAY THEY HAVE NO RECORD OF MY CALLS OR E-MAILS. I HAVE DOCUMENTED THOSE CALLS.

PLEASE HELP, THE SAFTEY OF MY FAMILY IS A STAKE, \*AK JED4074, \*PCO

Include, if evaluate: Posce/Fire Department Report, Photos, and Repair Involce.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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DANGEROUS SAFETY PROBLEM.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHPETS IF NECESSARY
The Privacy Act of 1974-Pablic law #3-579 Tills information is requested personnt to archerity verted in the National Highway Traffic Safety Act and subsequent adjusted with Privacy Act of 1974-Pablic law #3-579 Tills information in requested personnel way be used to make Highway Traffic Safety Act and subsequent adjusted in the NATEA proceeds with administrative deformance or Rigotion against a requestorary, year response, or a statistical seasonery thereof, may be used in apport of the agency's action.

4/24/2003 AND NO PAPERWORK FROM THE DEALER WITH THE PROBLEM REPORTED BY ME AND NO REMEDY FOR THIS POTENTIALLY

\*)B 1E04074.\*PCO

	DOT Auto Safety Hotline								R AGENCY USE ON	LY	100184
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Original Owner Dealer's City State Zip Code											
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SPIDERING. FORD REGIONAL PERSONNEL FROM DERIVER WANTED TO REPAINT THE VEHICLE. HOWEVER, THEY COULD NOT DETERMINE HOW IT WOULD BE ACCOMPLISHED. THIS WENT ON FOR OVER 4 MONTHS. THAT IS ONE OF THE MAIN REASONS IN ADDITION TO THE STEERING PROBLEMS DESCRIBED PREVIOUSLY I HAD GET RID OF THE PROBLEM SUPERCREW I HAD PURCHASED, \*LA 1804074, \*PCO

Include, If available: Police/Fire Department Report, Photos, and Repair Involce,

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Princy Act of 1974-Public Lyne SI-879 This information is requested payment to authority vented in the Uniform Highney Traffic Substy Act and subsequent parameters. You are under no of ligation to respond this positionary theorem when he was be sealth the Uniform Highney Traffic Substy Act and subsequent physical trius appropriate action to correct author of the Highest proceeds with administrative enforcement or High the against a segment or the subsequence of a statistical summary theorem, may be used in support of the agency's action.

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IE04074.*PCO														

\*TC OWNER GIVES PERM. TO RELEASE INFO.\*PCO

Include. If available: Police/Fire Department Report, Pholog. and Report Involve.

ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Act of 1974-Public Law 93-378 This information is requested purposed to authority vested in the Patternal Highesty Traffic Safety Act and subsequent amountments. You are under an obligation to respond this quastionness. Your response may be used to state the MITSA in determining whether a Minustrature should be appropriate extinct the correct a safety defect. If the NITSA precents with administrative authorization and pattern against a manufacturer, your response, or a statistical sense of the administrative authorization than the administrative authorization against a manufacturer, your response, or a statistical sense of the administrative authorization against a manufacturer, your response,

### FOR AGENCY USE ONLY 1367 DOT Auto Safety Hotline Repository 🔲 Date Received Vehicle Owner's Questionnaire U.S. Department To Report Vehicle Safety Defects of Transportation 1-888-DASH-2-DÓT National Highway Reference No. 16-MAR-2004 (1-888-327-4236) Traffic Safety INTERNET www.nhtsa.dot.gov/hotfine 10063308 Administration OWNER INFORMATION (Type or Print) Daytime Telephone Number E-mail Address Nema Address Evening Telephone Number State FL g Zio Code POMPANO BEACH Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? If yes In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at boltom of windshield on driver's side Model Make Model Year 1FTRX17W91 FORD F150 2001 Data Purchased Engine: Dealer's Name and Telephone Number Fuel Type: 01-MAY-01 SAWGRASS FPRO 954-851-9000 No: Cylinders B Gas Original Owner Dealer's City Zio Code SUN RISE Vehicle Component Code Transmission Type X Antilock Brakes Powertrain 151400 SEAT BELTS: FRONT: BUCKLE ASSEMBLY AUTOMATIC X Cruise Control Multiple Fallure: 1 PAILED COMPONENT(S)/PART(S) INFORMATION Fallure Mileage Fallure Speed Incident Date(s) 15-AUG-2001 ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE PAILURE Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15) DOT No. (Example: DOTMALSABC036) Original Equipment Prior Receir Failure Location: Tire Component Cade The Fathers Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE Make: Date Manufactured: Model No./Name: Seat Type: Installation Systems Child Seat Component Code: Failed Part: APPLICABLE INCIDENT INFORMATION <u> (Platen destrine in destall the Incidental). Falk refs). Creatifes), and intery (less) is </u> Number of Persons Intured Number of Deaths Reported to Police Yes X No Yes Xino Normative Description of Incident(S), Crash(es), and Injury (les). Ploase describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done be correct the failure; Le, parts repaired or replaced (and if old part is available).

DEALERSHIP INSPECTED THE FRONT OUTBOUND SEAT BELTS AND INDICATED THAT THEY WERE FINE ALTHOUGH THE FRONT PASSENGER SIDE SEAT BELT WAS SHOWING SIGNS OF FAILURE AS STATED IN SEAT BELT BUCKLES RECALL 01V227001. THE DEALERSHIP WANTED TO CHARGE THE CONSUMER TO HAVE THE SEAT BELTS REPLACED. \*AK \*NM 1504074,\*PCO

Include. F evallable: Police/Fire Department Report. Phytos, and Report Invoice.

The Privacy Act of 2074-Public Law 85-379 This information is requested present to enthority vested in the intional Highway Traffic Sefety Act and subsequent among people of the Refer so object to be requested in the people of the second to excist the Refer so object in determining whether a description of the Refer as a second to the Refer as a second to the second to the Refer as a second to the second to the Refer as a second to the second to the second to the Refer as a second to the second to the second to the Refer as a second to the seco

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Include, if pyalishie: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Act of 1974-Pable Law 23-379 this information is requested partern to multiprity vested in the Minimal Highway Traffic Safety Act and subsequent sended ments. You are under no abligation to respond this questionmain. Your response may be used to expect the Minimal Advantage whether a Manufacturer should take appropriate action to correct a safety defect. If the biffile proceeds with administrative enforcement or Bitgation against a manufacturer, your response, or a statistical seamously thereof, may be used in support of the appropriate action.

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Include. If availab	ke: Police/Pire Decar	tment Rec	ort. Pho	tra, and	i Repair In	voice.		A)	TACH ADDITIONAL	SHE	FIS IF NFCESSARY	

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The Privacy Act of 2974-Public Law ED-579 This Information is requested purposed in authority vested in the Risterni Highway Tractic Editor, Act and educagent integer and an experience of the Privacy and the Privacy Tractic Editor, Act and educagent and enterprivate action to correct a safety defect. If the NATOA proceeds with administrative entergement or Editorial against a search starrar, your response, or a startistical assertary decreed, may be used in support of the agency's action.

<b>5</b>	DOT Auto Safety Hotline									FOR AGENCY USE ONLY 258						
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Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES IN NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  Signature of Owner															
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Include. If available: Police/Fire Department Report. Photos, and Rebair Involve.

ATTACH ADDITIONAL SHEETS IF NECESARY
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	DOT Auto Safety Hotiline									FOR AGENCY USE ONLY 100134						
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	of Transportation To Report Vehicle Safety Defects 1-888-DASH-2-DOT National Highway (1-888-327-4236)								04	-APR-2003	Referença No.					
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	OWNER INFORMATION (Type or Print)											all Address				
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Include, I available: Police/Fire Department Report, Photos, and Repair Invoice.

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### FOR AGENCY USE ONLY 100148 **DOT Auto Safety Hotime Vehicle Owner's Questionnaire** Date Received Repository 🗌 U.S. Department To Report Vehicle Sefety Defects of Transportation 1-886-DASH-2-DOT Mational Highway 13-MAY-2004 Reference No. (1-888-327-4236) Traffic Safety 10072573 INTERNET arrow with table dot gov / hot line Administration OWNER INFORMATION (Type or Print) Daytime Telephone Number | E-mail Address Mome Addres Evening Telephone Number State Zip Code City TΧ CEDAR PARK Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side Model Year Make Mode) FORD F150 2001 Date Purchased Destar's Name and Talephone Number Engine: Fuel Type: 05-MAY-01 COVERT FORD No: Cylinders & Gas Original Owner Dealer's City State Zio Code AUSTIN 78759 TX Vehicle Component Code Transmission Type X Antilock Brakes **Powertrain** 141000 AIR BAGS: FRONTAL AUTOMATIC X Cruise Control Multiple Falure: 2 FAILED COMPONENT(S)/PART(S) INFORMATION Incident Date(s) Pailure Mileage Failure Speed 14-APR-2004 35 ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE PAYLURE. Tre Make The Model (Name of Number) Tire 5be (Example P215/65R15) DOT No. (Example: DOTMALSABOU36) 🔲 Original Equipment Falura Location: Prior Repair The Component Code Tire Failure Type ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHELD SEAT FAILURE Make: Date Manufactured: Model No./Name: Seat Type: Installation Systems Child Seet Component Code: Failed Parts APPLICABLE INCIDENT INFORMATION (Please descript in detail the inchantle), Fallerele), Creshlet), and intervine). Number of Persons Injured Crash Number of Deaths Reported to Police ∐Yes 🛣 No X Yes No. 0 Parretive Description of Incident(E), Crash(es), and Injury(inc). Plains describe (2) events leading up to the fallers, (2) failure and its compoquences, and (3) what was done to correct the failure; Le, parts repaired or replaced (and Poid part is available). MY HUSBAND WAS DRIVING OUR 2001 FORD F150 SUPERCREW LARIATION 4/14/04. HE WAS STRUCK FROM BEHIND BY A DODGE NEON GOING APPROXIMATELY 70 MPH. MY HUSBAND WAS GOING 35 MPH. THE SAFETY BELT DID NOT LATCH NOR DID THE AIRBAG DEPLOY, RESULTING IN MY HUSBANDS BEING THROWN FORWARD AND HITTING HIS HEAD AT GREAT FORCE ON THE WINDSHIELD. THE FORCE OF THE CRASH TOTALLED MY TRUCK, CRACKING AND BENDING THE FRAME. HAD EITHER SAFETY FEATURE WORKED, MY HUSBAND WOULD NOT BE INJURED. TODAY. FOUR WEEKS LATER HE SUFFERS FROM SHORT TERM MEMORY LOSS, EXTREME ANGER AND MOOD SWINGS AND HAS SOFT TISSUE DAMAGE TO HIS NECK AND VERTEBRAE. I HAVE CONTACTED FOR 3 AND AM WAITING FOR A RESPONSE. \*AK 1E04074.\*PCO

Include, if available; Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHETS IF NRY-SCARY
The Privacy Act of 1974-Public Law 93-579 This information is requested parametric suctionity wanted in the little and Highway Traffic Selectly Act and subsequent sweeting was used to under no chilgation to respond this questionnaire. Your respond with sales information action to dervice a select defect. If the RHSA proceeds with sales information and common against a resemble turner, your response, or a statistical sensors thereof, may be send in apport of the spancy's action.

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Include. If available: Police/Fite Department Report. Photos. and Repair Invoice.

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Include, if available: Police/Fire Decariment Report. Photos, and Repair Invoice.

ATTACH ADMITIONAL SHEETS IF NECESSARY
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ATTACH ADDITIONAL SHIFTS IF NECESSARY

Include. If available: Police/Fire Department Report, Pholos, and Report Invoice.

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